Subject: READ: Updated information for existing Club Penguin Island Android subscriptions

Date: Tuesday, March 28, 2017 at 4:18:46 PM Pacific Daylight Time

From: Ross, Katie
To: #DI GX GSR

CC: #DI GE Management and Team Leads, #DCPI GX Product Services, #DI GX Tech Writers

Hi all,

There is an update that will impact accounts that have a current Android subscription.

Issue:

The price is **NOT** automatically adjusted for guests that have a subscription through Google Play

Solution:

The guest will need to cancel the current subscription (\$8.99 AUD/NZD) and repurchase to receive the lower subscription rate (\$6.49 AUD/NZD)

Impact:

Approximately 200 guests in Australia and New Zealand only

Let me know if you have any questions!

Katie Ross

GX Product Specialist I Disney Interactive Katie.Ross@disney.com

Tie line: 8313 4303

Office phone: 250-980-4303 Cell Phone: 250-864-5014